Information Network of Kansas
Board Meeting
November 20, 2008

The November 20, 2008 meeting was held at the KTEC Office, 214 SW 6th St, 2nd Floor, Topeka, KS 66603. At 9:10 a.m. on behalf of Chairman Yunk, Vice-Chair Dunham called the meeting to order.

The following Board members and proxy were present: Stan Ahlerich, Amy Blankenbiller Tim Blevins, Cynthia Dunham, Duncan Friend, David King, Kathy Sachs, Dennis Slimmer, and Joan Wagnon. Others present were: Jim Hollingsworth, INK Executive Director; Phil Elwood, INK General Counsel; Lisa Counts and Shane Myers, Kansas Information Consortium (KIC); Gary Centlivre, Kansas Department of Revenue; Dan Korber, Kansas, Inc.

Wagnon introduced Gary Centlivre as the new proxy for the Kansas Department of Revenue.

Dunham requested the Board begin the Agenda with INK Business Planning.

At 9:12 a.m. Sachs joined the meeting.

At 9:14 Blankenbiller joined the meeting.

Business Planning

Hollingsworth provided the Board with an overview of the business planning process and several related materials. Highlights included:

- An overview of the INK Assessment Methodology, including statutory and strategic objectives used to rate agency application service requests and grant proposals. This methodology was created to compare applications and has been in place for approximately three years. This information was sourced from the INK Strategic e-Government Plan for FY 2007-2009.

- An overview of the Kansas, Inc. Strategic Plan, including the specific strategies that relate to INK's role in state government. Further discussion was held on the Kansas Business Center (KBC) and its role within INK's overall strategy.

- An overview of the Kansas Strategic Information Management Plan 2008-2013 Action Plan. Further discussion was held regarding the need to provide customer-centric services.

- An overview of the 2008 INK Business Plan, including an overview of targets and results, indicating 33 total initiatives with 31 being completed and/or in the process of being completed. Further discussion was held regarding the 2008 INK Business Plan Initiatives Completion Worksheet.

- An overview of the 2007-2009 INK Strategic e-Government Plan Initiatives, including INK Enterprise Initiatives, 10 Assumptions to Guide Planning, Application Development Focus, Projected INK Gross Revenue, INK Initiatives and Portal Theme Development.

- An overview of the 2009 Business Plan Initiatives, including business plan targets, measurement and reporting frequency. Information was sourced from three documents, including two summary documents and the 2009 Business Plan Draft prepared by Hollingsworth and Counts.

The following discussion focuses on the 2009 Business Plan initiatives and suggestions from the Board. Business plan targets are numbered and discussion points are generally placed in terms of text relative to their specific targets.

At 9:38 a.m. Elwood joined the meeting.

1 – Measure Customer Support

2 – Measure Customer Support

> Hollingsworth noted tools such as Daptiv and Eventum were key tools in measurement and tracking within the portal.

3 – Integrate social networking tools

4 – Create reusable content to be shared with enterprise

> Friend noted challenges for INK include balancing new applications and opportunities and weighing the maintenance requirements of those applications against them.

> Hollingsworth noted reusable content lowers overall costs, including maintenance costs.

5 – Integrate Content Management System (CMS) for Portal, Subscriber Center, Webmaster Resource Center

> Hollingsworth noted integrating the CMS system throughout the portal would work towards several efficiencies.

6 – Transfer computing environment to VA (NIC facility)

> Counts noted the current environment was at the KIC Office, and transferring the computing environment would make sense on several levels.

> Sachs noted concern with the business plan transferring the computing environment to the Virginia facility. Discussion ensued. The Board suggested rewording this target to a more general statement such as research or proposal for disaster recovery solution. Potentially evaluate computing environment and make recommendations regarding disaster recovery.

> Elwood noted potential concerns within the current contract.

7 – Develop XX New Applications

> Hollingsworth noted specific figures were not provided in this document.

> Ahlerich suggested prioritization within the business plan on applications focusing on efficiency gains or cost reduction may be useful, given the current fiscal environment. Budget cuts may provide an opportunity for agencies to implement more Kansas.gov applications to realize cost savings.

> Sachs/Wagnon noted filing fees for paper/electronic should be adjusted. Most users are not willing to pay higher fees for filing electronically rather than paper. Adjusting this facet on several applications would drive increased adoption rates. Wagnon noted strategic pricing may require legislative changes to the statutes.

> Elwood questioned whether it was appropriate to request a change in the statute regarding credit card (electronic) fees.

8 – Deploy <u>XX</u> applications for agencies from NIC

> Friend noted concern with specific target statements and suggested using terms such as evaluate rather than deploy, as the Board would need to approve applications deployed by Kansas.gov.

9 – Develop standard Software Development Lifecycle documents

10 – Increase Portal Net Revenue by <u>XX%</u> for the Key Service Offerings

11 – Increase Portal Net Revenue by <u>XX%</u> for the Potential Service Offerings

> Elwood requested clarification on Key and Potential Service Offerings and whether it was appropriate to highlight increased portal net revenue in the plan; rather place the emphasis on service offerings, as increased revenue would be a result of this.

> Sachs noted fewer goals could be presented in the document, because much of what was listed could be classified as business as usual.

> Wagnon noted some of the key services included the KBC, SOS Annual Reports, WebFile Tax Filing, Web Tags, District Court Records Search and Professional Licensing.

> Wagnon noted the importance of a standardized scorecard to measure success.

> Counts noted several key drivers for 2009, including marketing, technology, and other areas where Kansas.gov could make a difference.

> The Board's discussion suggested the wording of initiatives within the plan would be critical for overall understanding and implementation.

12 – Implement Local Hosting PKI Infrastructure

At 10:50 a.m. King joined the meeting

13 – Increase Adoption Rate for select applications by <u>XX%</u>

> Hollingsworth noted opportunities within the current fiscal concerns could drive increased adoption rates, although the potential for agencies to capture their own convenience fees also exists.

> Counts noted building new services results in increased maintenance costs, and new opportunities must be balanced with maintenance.

> Friend noted the Board must have a better understanding of maintenance fees. A measure of revenue against maintenance time spent would assist the Board's decision-making process.

> Friend noted marketing services to state employees could provide opportunities.

14 – Market Key Services: KBC, Annual Reports, WebFile, Web Tags, Court Records Search, Professional Licensing

15 – Deploy <u>XX</u> applications for KanPay to agencies

16 – Deploy <u>XX</u> applications for Content Management to agencies

17 – Deploy XX applications for KanForm to Agencies

18 – Implement new credit card payment processor

At 11:30 a.m. Dunham adjourned the meeting for lunch.

At 12:00 p.m. Dunham called the meeting back to order.

Approval of Minutes

Dunham referred to the minutes of the October 2, 2008 meeting and requested corrections.

A motion was made by Wagnon to approve the October 2, 2008 minutes. Seconded by Sachs. Motion carried.

Treasurer's Report

Hollingsworth provided the Board with an overview of the INK Financials for the period ending September 30, 2008.

Hollingsworth reported no major anomalies and noted the financials were tracking higher overall compared to last year.

A motion was made by Wagnon to approve the INK Financials for the period ending September 30, 2008. Seconded by Slimmer. Motion carried.

Executive Director Report

Hollingsworth provided the Board with the Executive Director Report, requesting any questions or clarifications.

Hollingsworth noted IT Security Council was discussing the next steps of a comparative analysis to align the state's default IT Security Policy and Security Awareness Assessment documents in order to align with current NIST document 800-53.

Hollingsworth noted the Kansas PKI (Information Technology Identity Management Group (ITIMG) was continuing work on the review of Kansas Administrative Regulations as related to PKI Certification. The vision of the group has been that at some point in the future, PKI will likely become a part of the integrated fabric of the state system and will likely be tied closely to the state HR system. It is therefore logical that they host the solution and begin to acquire the knowledge and understanding of the system in the event it does become a shared service for state entities.

At 12:20 p.m. Wagnon was excused from the meeting.

Network Manager Report

Counts provided the Board with an overview of the Network Manager Report, requesting any questions or clarifications.

Counts noted the Kansas.gov annual dinner would be on December 8, 2008.

Counts provided the Board with several Kansas.gov marketing resources and related information.

Counts noted Kansas Business Center (KBC) efforts continued with agency interviews, website construction, the creation of a welcome video from the Governor and the planning of KBC user testing sessions.

Counts noted there were two Contract(s) for the Board to review from October 2008:

- **Kansas Behavioral Sciences Regulatory Board (BSRB)** requests INK assistance for providing a service to allow the partner licensees the ability to renew their professional licenses online. This is an existing service with a contract modification. This is a fee service.

- **Kearny County Treasurer** requests INK assistance for providing a transaction fee-based service for online property tax payments.

A motion was made by Slimmer to approve the Contracts between INK and Kansas Behavioral Sciences Regulatory Board and Kearny County Treasurer. Seconded by Ahlerich. Motion carried.

Other Business

Dunham requested the Hollingsworth reschedule the January 1, 2009 INK Board meeting for another day.

Business Planning (continued)

19 – Deploy XX applications for KanPay to counties

20 – Deploy XX applications for Content Management to counties

21 – Deploy XX applications for KanForm to counties

22 – Increase the adoption rates of existing services by XX%

Hollingsworth noted #22 and #13 were similar in scope.

23 – Create integrated communication plan

24 – Create scorecard performance measurement tool

Myers provided an initial overview of the aspects of the scorecard performance measurement tool.

25 – Create detailed measurement plan for each application before deployment

Hollingsworth noted gathering detailed information on the front end regarding potential users would much needed information.

26 – Enhance hardware testing environment

Counts noted this goal included staff and hardware, including a Quality Assurance Analyst.

27 – Dedicate personnel duties to maintenance and new development

Counts noted this would result in more productivity, cross training, and moving to a single platform.

28 – Develop using Java Struts

29 – Implement Code Review process

30 – Implement NIC CDB

Counts noted modifying applications will require a significant amount of work.

31 – Develop quality assurance templates, processes and procedures

32 – Hire Project Manager and Part Time System Administrator

33 – Research and implement additional software testing tools

34 – Maintain Cybertrust certification

Counts noted the importance of Cybertrust certification.

35 – Monitor portal traffic

36 – Perform Disaster Recovery Test

37 – Implement Virtual hardware solution

38 – PCI/DSS Compliance

39 – Cybertrust Certification

40 – INK Annual Security Audit

Ahlerich suggested adding a column for monthly/quarterly reporting

Blevins noted vehicle titles and driver's licenses should be added to key services.

Dunham requested clarification on when the Board was to approve the 2009 Business Plan. Hollingsworth suggested the January 2009 meeting. Counts noted the KIC portion of the plan was dependent on the budget, which would be decided on at the January 2009 NIC meeting.

Ahlerich requested clarification regarding NIC's financial situation given recent economic events. Counts noted no major concerns at this point.

Hollingsworth noted the Board provide further comments/suggestions regarding the business plan in the near future.

Hollingsworth noted two individuals had agreed to be on the list for being appointed to the Board.

Adjourn

With no further business, at 12:50 p.m., Dunham requested a motion to adjourn the meeting. A motion was made by Blankenbiller to adjourn the meeting. Seconded by Slimmer. Motion carried.

Respectfully submitted

Joan Wagnon
Secretary